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CONNECT WITH US



Member Services

1-877-653-0327 (TTY: 7-1-1)

Monday to Friday

8 a.m. to 5 p.m. Central Time

Service Coordination

1-877-725-2688 (TTY: 7-1-1)

Monday to Friday

8 a.m. to 5 p.m. Central Time



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WeCanHelp@HealthSpring.com



Cigna.com/starplus

24-HOUR HEALTH INFORMATION LINE

If you need medical advice when your doctor's office is closed, call our 24-Hour Health Information Line at **1-855-418-4552 (TTY: 7-1-1)**. Experienced nurses will answer your medical questions 24 hours a day, 7 days a week. Always call 9-1-1 if you're experiencing a medical emergency.



LONG TERM SERVICES AND SUPPORTS

Do you need help with tasks like getting dressed or shopping for groceries? If you're aging and/or have a chronic illness or disability, you may qualify for Cigna-HealthSpring's Long Term Services and Supports (LTSS) program. Call your Service Coordinator for more information.



FROM OUR PRESIDENT

Dear Cigna-HealthSpring friends,



Welcome to this first 2019 issue of *More from Life*, a magazine created just for you, our valuable Member! Our goal is to provide services and programs that meet your health care needs. We're here

to help you get the most from your Cigna-HealthSpring coverage.

Your health is important to us. We believe in proactive care — like preventive screenings — that can often help you avoid getting sick in the first place. We also believe in a team approach to keeping you healthy. That's why we work hand in hand with you, your primary care provider and others, such as specialists, to guide and track your care.

Your Service Coordinator plays an especially important role on your health care team. Check out the article starting on page 8 to see how our Service Coordination program works.

If you have questions about your plan, we're eager to provide prompt and helpful answers. Just give your Service Coordinator or Member Services a call.

I wish you a happy, healthy 2019. See you next issue!

Brian Evanko
President, Cigna-HealthSpring



PUT SPRING IN YOUR STEP

Get outdoors and get moving

Do you hibernate during winter months? Maybe pack on a few pounds? Now that spring is near, there's a simple way to get moving again and shed extra weight if you need to: Get outdoors and walk. Walking has proven health benefits, like helping you stay at a healthy weight and lowering your risk for heart disease and stroke.

To keep it interesting, mix up where, how and when you walk:

- > **Change your route** every few days. Walk in a different neighborhood or at a park or nature center. If the weather's bad, head to an indoor mall to get your steps in.
- > **Pick an object** in the distance — like a tree — and walk as fast as you safely can until you reach it. Rest and recover, then do it again. As your body gets stronger, you'll be able to increase your pace and distance.
- > **Use a pedometer.** There are plenty of inexpensive models available to track your steps. Pricier pedometers can do more, including measure your heart rate, record the time you spend walking and even count the calories you burn.
- > **Join a walking club.** When you talk to others while you walk, it feels less like exercise and more like social time. You'll finish the route before you know it. The American Heart Association explains how to join or start your own walking club. Visit www.heart.org and enter "walking club" in the search box.

Whether it's walking or some other form of physical activity, make it a goal to get moving at least 30 minutes a day, most days of the week. Be sure to talk to your doctor before starting any exercise plan.

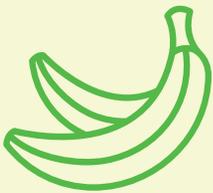


SUPERMARKET TRICKS OF

Why we spend more than planned ... and how to stop

You just need bread, milk and toilet paper. But by the time you reach the grocery store checkout lane, you're pushing a full cart! How did that happen?

It's no accident. From start to finish, every part of your shopping experience is designed to encourage you to spend more. Let's uncover some of those secrets.



Inside the main door, the first thing you usually see is the produce section. Special lighting keeps displays of fruits and vegetables looking bright and colorful, and water misters make them dewy so they look freshly picked. Some produce is even grown in specific colors. For example, banana farmers breed their crops to grow in a shade of yellow called Buttercup — a shade that sells better than any other.



Next is the bakery, which is generally located next to produce so shoppers who just made healthy fruit and veggie choices feel okay about splurging on a sweet treat. Aromas of freshly baked bread trigger salivary glands, making this department hard to resist.

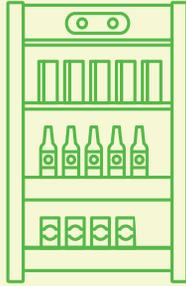


The dairy section is usually in the back of the store. That means customers who only stop in for milk have to pass plenty of temptations to get to it.



THE TRADE

Products are also organized on shelves in a planned way. More expensive items are generally at eye level, while less expensive generic brands sit on lower shelves that may require uncomfortable crouching to get to.



The checkout lane is overflowing with impulse items. Sodas, candy and gum line each side, inviting you to add these inexpensive treats to the conveyor belt. Magazines let you catch up on the latest celebrity gossip while you wait. And if you don't have time to finish the story, the magazine might go home with you too.

Knowing some of your supermarket's best-kept sales secrets can help you resist the temptation to overspend. Here are some additional tips:

> EAT FIRST.

Never shop on an empty stomach. Hunger can invite impulse buys.

> MAKE A LIST AND STICK TO IT.

You're less likely to overspend if you have a list. Even better, plan your meals before you go so you don't risk buying wrong or unnecessary ingredients.

> SHOP ON SENIOR DISCOUNT DAY.

Ask if your store offers a weekly senior discount day.

> COLLECT COUPONS.

Check your Sunday newspaper for clippable coupons. Store websites and apps also offer easy ways to save on items you're already buying. Before each trip, spend a few minutes downloading digital coupons to your loyalty card and checking out weekly ads to see what's on sale. You can even keep an online grocery list to add to throughout the week.

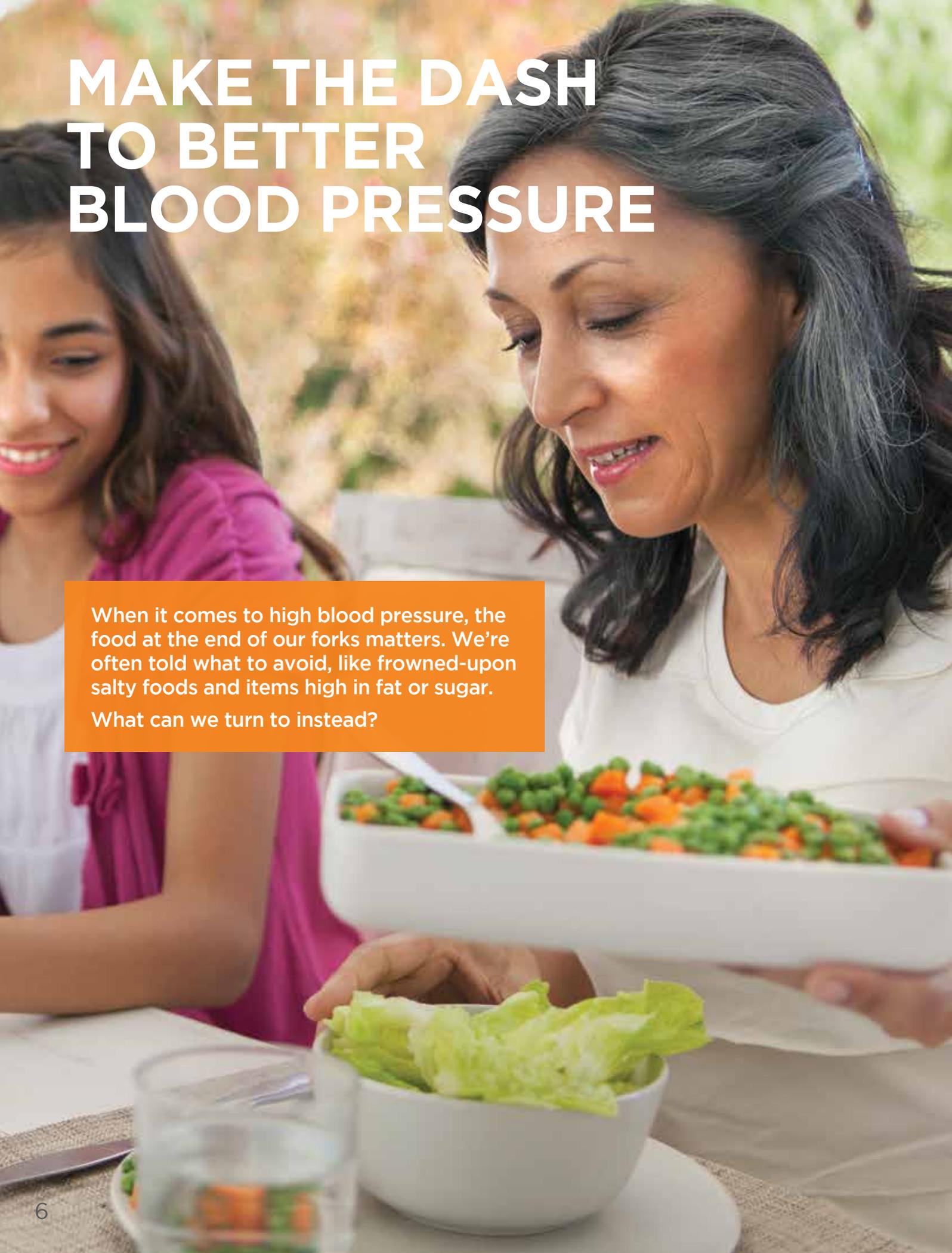
> SHOP ONLINE.

This is a fairly new service many stores now offer. It's as easy as making a list and might help you avoid buying items you don't really need. Simply visit your store's website, select your items, then drive to a pick-up lane or parking spot reserved for online shoppers. A store clerk brings your bags to you — no navigating crowded aisles and no need to unload your groceries onto a belt only to load them again in your car. Some stores even offer home delivery.

If you're nervous about shopping online, start small. Perhaps your first order includes just a few common items. Remember, store employees are more than happy to help you if you have questions.

Sources: National Geographic; *Psychology Today*

MAKE THE DASH TO BETTER BLOOD PRESSURE



When it comes to high blood pressure, the food at the end of our forks matters. We're often told what to avoid, like frowned-upon salty foods and items high in fat or sugar.

What can we turn to instead?

The good news is many tasty foods can actually improve our blood pressure. In fact, healthier eating along with regular exercise can even reduce or get rid of the need for blood pressure medicine.

Many years of research have gone into one way to eat healthier: the DASH eating plan. DASH stands for Dietary Approaches to Stop Hypertension and is recommended by the American Heart Association and doctors across the country.

Instead of processed and fast foods, DASH focuses on:

- > Fruits and vegetables
- > Whole grains
- > Low-fat dairy
- > Lean protein sources such as poultry and fish

How to do DASH

Aim for foods that help you get the vitamins and minerals your body needs. Three key minerals — potassium, magnesium and calcium — are especially good at helping you keep a healthy blood pressure:

- > Potassium works against the effects of salt. It's found in bananas, oranges and cooked spinach and broccoli.
- > Magnesium relaxes blood vessels and is found in whole-wheat foods, cultured yogurt, almonds, peanuts and black beans.
- > Calcium also boosts blood vessel health and is found in dairy products, canned salmon and leafy greens.

Superfoods that contain all three minerals include white beans and spinach.

To learn more about eating the DASH way, visit the National Heart, Lung, and Blood Institute's website at www.nhlbi.nih.gov.

Blood pressure fast facts

- > High blood pressure often has no symptoms. Left untreated, it can lead to stroke and can cause serious damage to the heart and kidneys. As blood vessels become thicker, less flexible and narrower inside, they're at risk for clogging.
- > Two numbers are used to measure blood pressure. The top number is the force of blood on the vessels as the heart beats. The bottom number shows the force between beats. In general, a reading is considered normal if it's less than 120/80.
- > High blood pressure can lead to heart disease, stroke and kidney failure, along with vision loss and memory loss.

YOU'RE INVITED!

Cigna-HealthSpring invites you to join our Member Advisory Group. We meet quarterly to learn what our Members like about their Cigna-HealthSpring health plans and what we can do to make your experience even better.

If you're interested in attending this meeting or other Member events, call **1-866-913-0943**. Leave your name and a telephone number so we can reach you. Then a Member Advocate — who's part of our Community Outreach team — will get in touch with you to give you information about our next meeting.



WHAT A SERVICE COORDINATOR

As a Cigna-HealthSpring Member, you've likely heard about Service Coordinators. But who are they? And how can they help you? Keep reading for the answers to these questions.

Your Service Coordinator is a vital member of your health care team. He or she partners with you, your doctor and your family (or personal caregivers) to make sure you have the health care support you need. That might mean:

- > Helping you manage a challenging condition like diabetes or heart disease
- > Finding community programs or services that save you money
- > Recommending medical supplies or aids that assist you at home
- > And more!

Below, Service Coordinators Julissa Gonzalez and Adrian Villanueva discuss how they support their Members.



Service Coordinators Julissa Gonzalez (left) and Adrian Villanueva

▶ GETTING STARTED

When you first join Cigna-HealthSpring, you learn your Service Coordinator's name via a letter mailed to your home. Then, within the next 30 days, your Service Coordinator calls to help you complete a health risk assessment, or HRA. It asks questions about your lifestyle

and what you worry about most regarding your health. Your answers give your Service Coordinator information about you and the care you need.

"I want to learn what's most important to my Members," Julissa says. "I try to find out what they're doing every day, what their life is like, what kind of support they have.

"I'll ask if they have any safety concerns," she continues. "For example, if a Member is worried about falling, I may order an aid, such as a walker. And I'll talk to him about how to prevent falls, like making sure he's wearing non-slip socks or shoes."

Continued

CAN DO FOR YOU

▶ CREATING YOUR CARE PLAN

Your Service Coordinator will work with you to come up with a care plan that meets your specific needs.

“The plan includes setting goals and how we can get to those goals,” Adrian says.

Your primary care provider (PCP) plays a vital role in your care plan. He or she will perform annual exams and recommend or conduct preventive screenings. Your PCP works hand in hand with your Service Coordinator.

“PCPs get involved when we request lab results, for example,” Adrian says. “Or when we suggest certain items to help manage a chronic condition.”

▶ AFTER YOUR CARE PLAN IS IN PLACE

Your Service Coordinator is always available by telephone to provide support.

“My commitment to my Members often turns into personal relationships,” says Julissa. “I’m their counselor, and I get really involved in and emotional about things that happen to them.

“I tell them to call me whenever they have questions,” she continues. “Whether they need help with doctor’s appointments or medical equipment, I’m their person.”

OTHER RESOURCES

In addition to Service Coordination, Cigna-HealthSpring offers other ways you can get help, including:

Member Services

Member Services representatives are available to answer questions about your benefits. In some cases, the representative may refer you back to your Service Coordinator, depending on who can best help you.

Community and state programs

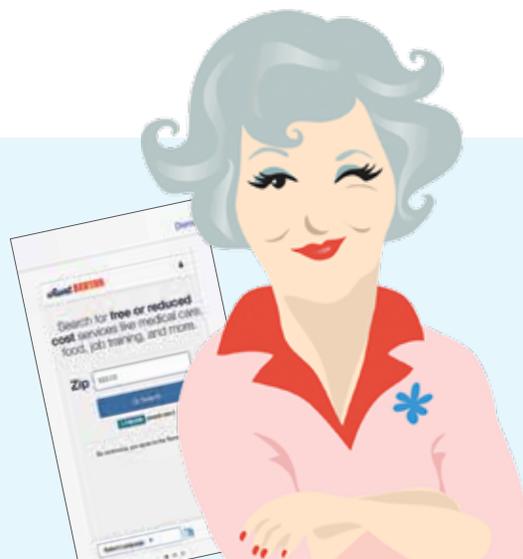
Texas and its communities offer many programs and services to help residents. Members can find state programs by calling the Texas 2-1-1 information line.

“Helping Members find community resources is a big part of Service Coordination,” Adrian says.

Julissa agrees, saying, “If there’s a resource I can’t provide for them — for example, if they need help with their electricity or water bill — I refer them to 2-1-1. Some Members are on limited budgets, so I’ll also suggest food pantries or churches they can visit.”

AUNT BERTHA

Aunt Bertha is a tool Cigna-HealthSpring uses that can help you find even more support in your community. Visit www.auntbertha.com or download the app to your smart device. Then simply enter your zip code and Aunt Bertha will bring up a list of housing, food and legal resources in your area.



MEDICATION REMINDERS

How to remember your medicine

Do you take your medications exactly as prescribed? About half of U.S. adults don't! There are many reasons why, but forgetting is a big one. The good news: There are some reminder tools that can make this obstacle easy to overcome.

APPS

You can download a medicine reminder app* to your smartphone or smart device. There are plenty to choose from and many are free. Features can include:

- > Drug interactions and side effects
- > Refill reminders
- > Indicators to let you know which meds you've already taken
- > Notification of missed doses

If you have a smart device but apps aren't for you, use your device's calendar or alarm/reminder features instead.

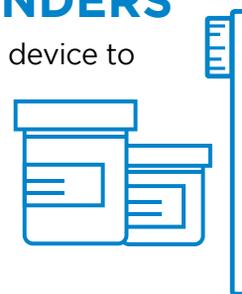
Important reminder: Always follow your doctor's orders, even if they differ from app instructions.



NON-TECH REMINDERS

You don't have to use a smart device to remember your meds. There are other things you can do, including:

- > Taking them at the same time every day and tying it to a daily task, like brushing your teeth, eating a meal or going to bed
- > Putting a reminder note on the bathroom mirror, or placing your medicine next to your toothbrush
- > Using a daily dosing container or pill box with compartments for different days of the week and/or times of the day
- > Asking a family member or friend to help you remember



MEDICATION TIPS

Emergency medicine supply

Have a prescription Cigna-HealthSpring has to approve first? Ask your pharmacist if you can get an emergency 72-hour supply at no cost. Then when your prescription is approved, you can fill the rest.

List of covered medicines

If your medicine is on the Texas Medicaid Preferred Drug List, also called the Vendor Drug Program Formulary, there's no cost to you. To check the list, which is updated monthly, call Member Services or visit [Cigna.com/starplus](https://www.cigna.com/starplus).

CELEBRATE SPRING!

Give your brain a workout with this springtime find-a-word puzzle. Search up, down, forward, backward and diagonally to find these hidden words:

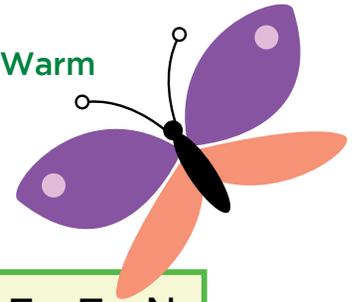
Anew
Blooming
Blue
Breezy
Butterfly

Chirping
Daffodil
Fragrant
Fresh
Gardening

Green
Ladybug
Lawnmower
Rainbow
Robin

Showers
Springtime
Strawberry
Sunny
Umbrella

Warm



O	D	K	D	T	E	O	A	C	J	D	W	E	U	F	E	N
T	P	T	H	X	D	O	C	E	P	O	L	J	Y	U	G	Y
C	B	C	C	S	S	E	I	L	F	L	M	R	C	M	N	I
J	E	E	I	Y	N	P	N	V	A	L	R	U	Y	B	I	O
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N	T	A	C	I	A	N	E	W	D	A	F	F	O	D	I	L
A	Q	R	M	B	L	U	E	D	S	R	E	W	O	H	S	N

Puzzled? The solution is on page 14.



ASK THE DOC

In 1969, Elvis Presley crooned, “Are you lonesome tonight?” Today, those lyrics would still strike a chord with many Americans who say they’re lonely. Cigna surveyed more than 20,000 adults to look at the impact loneliness and social isolation have on health. Cigna-HealthSpring Senior Medical Director Dr. John Gore explains survey results.

What did the survey find?

Nearly half of those who took the survey said they feel lonely or left out. Interestingly, Generation Z (ages 18-22) ranked the loneliest, while Baby Boomers (52-71) and the Greatest Generation (72+) are the least lonely.

Lonely scores were higher among people who don’t often interact face to face with others. Only about half feel they have enough social interactions, like talking to friends or spending quality time with family.

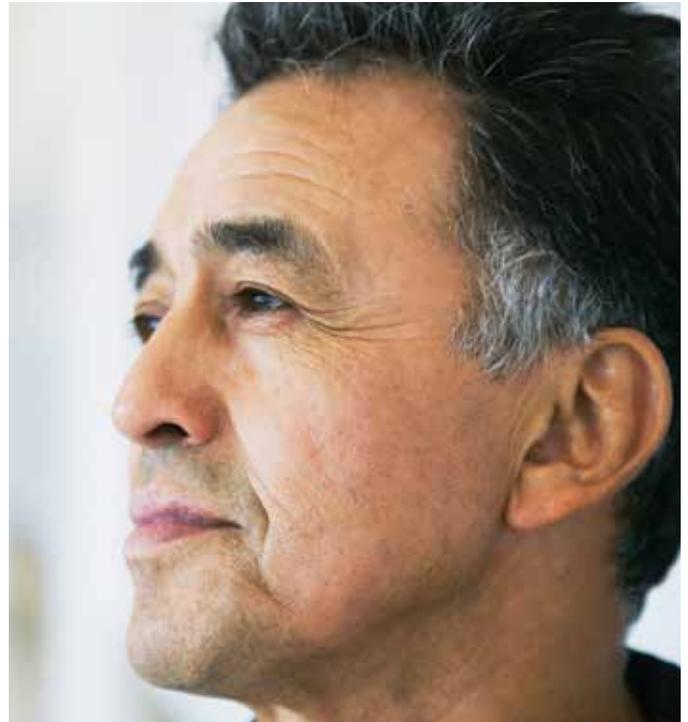
Can loneliness cause health problems?

Feeling lonely or isolated can lead to both physical and mental health problems. Loneliness can increase stress hormones and blood pressure, and cause sleep problems. It can also reduce your ability to cope with everyday challenges. And it can lead to depression and/or substance abuse. About one in six U.S. adults suffers from a mental health condition like depression. Most cite loneliness as a contributing factor.

What are some solutions?

The survey showed that many of the steps used to treat depression can also help reduce feelings of loneliness, including:

- > Getting the right amount of sleep
- > Making an effort to spend time with others
- > Being physically active
- > Finding the right amount of meaningful work
- > Asking for help



Where can I find help?

If you’re struggling with depression, Cigna-HealthSpring’s Behavioral Health team offers a Depression Management Program that can help. It’s available at no cost to you and can be completed over the phone. If you’re interested in learning more about coping with depression, give us a call at **1-877-725-2539 (TTY: 7-1-1)**, Monday to Friday, 8 a.m. to 5 p.m. Central Time.

This column is intended only as general interest and does not in any way create a doctor-patient relationship. As with all information contained in this magazine, you should discuss any health concerns with your doctor or caregiver. If you have any immediate health care needs, contact your doctor immediately. The information in this column is not intended to serve as medical advice.

A GUIDE TO WOMEN'S HEALTH SCREENINGS

Preventive health screenings can provide a comforting “all clear” or act as an early warning if a problem is uncovered. For many women, knowing what tests to schedule and when can be confusing. Here are some basic guidelines.



REPRODUCTIVE HEALTH

The Pap test looks for changes in cervical cells that could turn into cancer if left untreated. The human papillomavirus (HPV) test looks for the virus that causes these cell changes. An annual pelvic exam can help your doctor detect a range of issues,

from infections to abnormal growths.

- > Pap tests are suggested every three years for women ages 21 to 29. Women ages 30 to 65 should get:
 - a Pap test every three years *or*

- an HPV test every five years *or*
- a Pap test and HPV test together every five years

If you're over age 65, ask your doctor whether you can stop having Pap and HPV tests.

BREAST HEALTH

Women should conduct their own monthly breast self-exam. In addition:

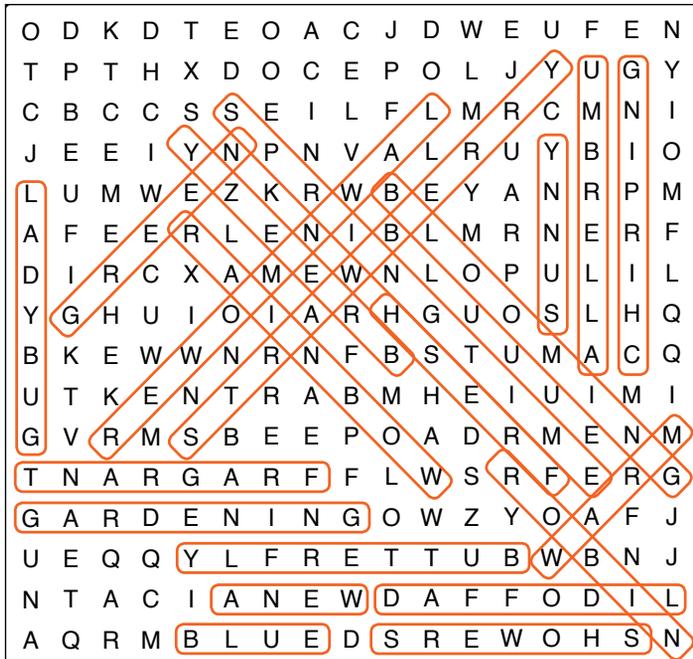
- > All women should have a breast exam from their doctor.
- > Women ages 40-44 *can* start annual mammograms.
- > Women ages 45-54 *should* get an annual mammogram.
- > Women ages 55 and older can get a mammogram every 2 years (or continue yearly exams).
- > If you're over age 75, ask your doctor if you need one.

Breast cancer warning signs and symptoms include:

- > New lump in breast or underarm area
- > Swelling or thickening of the breast
- > Irritation or dimpling of skin on the breast
- > Change in size or shape of breast
- > Pain in any area of the breast

Sometimes there are no breast cancer warning signs, which makes it extra important to get screened.

Puzzle solution from page 11



UTILIZATION MANAGEMENT

Cigna-HealthSpring's utilization management (UM) program focuses on working with your providers to help with authorizations for services, medical items or seeing a specialist. UM helps with reviews of certain procedures and all hospital stays. This ensures you get the right service, in the right setting, at the right time.

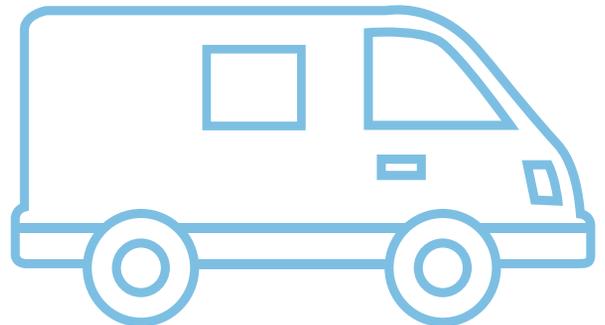
Cigna-HealthSpring's UM bases decisions only on your medical needs, and whether the care is appropriate and available as part of your benefits. Cigna-HealthSpring in no way rewards or provides incentives to UM decision makers, doctors or other individuals who conduct reviews for denying coverage or services, or for inappropriately restricting care.

NEED A RIDE?

We can help! To schedule a no-cost ride to your doctor or pharmacy, call **1-877-633-8747** (Hidalgo and MRSA) or **1-855-687-3255** (Tarrant).

Be sure to call at least 2 days before your appointment and have the following information ready:

- > Medicaid ID or Social Security number
- > Date and time of your appointment
- > Pick-up address and phone number
- > Drop-off address and phone number



ATTENTION, MEMBERS!

Important information: The phone number to call for routine eye care in your *Member Handbook* and *My Benefits Guide* is incorrect. For Members who have Medicaid and no other insurance, the correct number and hours of operation are **1-888-886-1995**, Monday to Friday, 7 a.m. to 8 p.m. Central Time.

There's no action required on your part, but we encourage you to keep this information handy for future reference.



HELP IS JUST A PHONE CALL AWAY

Get 24-hour health assistance from a nurse

One Saturday morning, Miguel* twisted his ankle. It started swelling instantly and was very painful. Since his primary care provider's (PCP's) office was closed, he wasn't sure where to turn for help. So he started with Cigna-HealthSpring's 24-hour Health Information Line. The health line

nurse asked him a series of questions. She then suggested he seek care from a nearby urgent care center.

If you have an injury or illness that needs attention but isn't life threatening, you have other options if your PCP isn't available:

Care option	Needs or symptoms	
CIGNA-HEALTHSPRING 24-HOUR HEALTH INFORMATION LINE 1-855-418-4552 (TTY: 7-1-1)	<ul style="list-style-type: none">• General health questions• Questions about medicine	<ul style="list-style-type: none">• Where to get care• Finding a nearby health care facility
URGENT CARE CENTER 1-877-653-0327 (TTY: 7-1-1) to find one in your area	<ul style="list-style-type: none">• Low back pain• Cough• Stomach pain• Minor injuries such as sprains	<ul style="list-style-type: none">• Vomiting• Diarrhea• Infection• Urinary pain• X-rays
EMERGENCY ROOM OR CALL 9-1-1	<ul style="list-style-type: none">• Chest pain• Shortness of breath• Severe asthma attack	<ul style="list-style-type: none">• Major burns• Severe injuries• Severe abdominal pains

* Fictional character

CHICKEN AND SPANISH RICE

Try this peppy dish that's low in sodium but high in taste



INSTRUCTIONS

In large skillet, sauté onions and green peppers in oil for 5 minutes on medium heat. Add tomato sauce and next three ingredients. Heat through. Add cooked rice and chicken and heat through.

Makes five 1½-cup servings

Per serving: 428 calories; 8g total fat; 2g saturated fat; 80mg cholesterol; 341mg sodium; 8g total fiber; 35g protein; 52g carbohydrates; 545mg potassium; 50mg calcium; 122mg magnesium

*Reduce sodium by using one 4-ounce can of no-salt-added tomato sauce and one 4-ounce can of regular tomato sauce. New sodium content for each serving is 215mg.

Recipe is from the National Heart, Lung, and Blood Institute's Stay Young at Heart recipe collection at www.nhlbi.nih.gov.

INGREDIENTS

- 1 cup onions, chopped
- ¾ cup green peppers
- 2 teaspoons vegetable oil
- 1 can (8 ounce) tomato sauce*
- 1 teaspoon fresh parsley, chopped
- ½ teaspoon black pepper
- ¼ teaspoons garlic, minced
- 5 cups cooked rice (in unsalted water)
- 3½ cups chicken breast, cooked, skin and bone removed, diced

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